

Annual Riverside Citizen Survey
Measuring the Performance of Government Services

Historical Trends
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City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **cleanliness**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	Not available/NR	
02/03	143 14%	555 54%	255 25%	70 7%	1 0%	1 0%	1025
	Very Clean	Fairly Clean	Fairly Dirty	Very Dirty	Don't know	Not available	
01/02	167 17%	551 55%	210 21%	72 7%	0 0%	11 1%	1011
00/01	177 21%	537 63%	101 12%	26 3%	0 0%	7 1%	848
99/00	227 19%	743 63%	141 12%	45 4%	2 0%	15 1%	1,173
98/99	193 20%	600 63%	110 11%	39 4%	0 0%	15 2%	957
97/98	199 22%	562 62%	101 11%	41 5%	1 0%	6 1%	910

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Measuring the Performance of Services

City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **street lighting**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	Not available/NR	
02/03	188 19%	562 56%	179 18%	77 8%	0 0%	6 1%	1012
	Good all over	Mostly good	Many bad spots	Don't know	Don't have street lights	No response	
01/02	182 18%	558 55%	170 17%	77 8%	1 0%	23 2%	1011
00/01	278 33%	470 55%	66 8%	9 1%	14 2%	11 1%	848
99/00	379 32%	613 52%	140 12%	7 1%	14 1%	20 2%	1,173
98/99	284 30%	536 56%	99 10%	5 1%	22 2%	11 1%	957
97/98	273 30%	489 54%	88 10%	4 0%	44 5%	12 1%	910

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City and Neighborhood Livability

Is the garbage (solid waste) collection service your household receives:

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	446 44%	460 45%	97 9%	19 2%	3 0%	0 0%	1025
01/02	384 38%	480 47%	115 11%	20 2%	4 0%	8 1%	1011
00/01	252 30%	413 49%	122 14%	52 6%	1 0%	8 1%	848
99/00	384 33%	594 51%	135 11%	45 4%	4 0%	11 1%	1,173
98/99	317 33%	476 50%	122 13%	29 3%	0 0%	13 1%	957
97/98	310 34%	456 50%	84 9%	36 4%	7 1%	17 2%	910

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Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **accessibility**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	150 16%	466 51%	97 11%	22 2%	181 20%	0 0%	916
01/02	128 13%	478 47%	101 10%	54 5%	217 21%	33 3%	1011
00/01	129 15%	418 49%	70 8%	25 3%	155 18%	51 6%	848
99/00	148 13%	620 53%	120 10%	18 2%	189 16%	78 7%	1,173
98/99	132 14%	496 52%	81 8%	7 1%	178 19%	63 7%	957
97/98	138 15%	473 52%	67 7%	15 2%	162 18%	55 6%	910

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Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on appearance of landscaping?							<u># of surveys returned</u>
	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	137 15%	428 47%	173 19%	23 3%	156 17%	0 0%	917
01/02	109 11%	447 44%	157 16%	43 4%	146 14%	109 11%	1011
00/01	59 7%	412 49%	132 16%	37 4%	161 19%	47 6%	848
99/00	76 6%	565 48%	222 19%	40 3%	199 17%	71 6%	1,173
98/99	73 8%	488 51%	137 14%	26 3%	180 19%	53 6%	957
97/98	62 7%	463 51%	145 16%	20 2%	173 19%	47 5%	910

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Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on daytime **safety**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	104 11%	443 48%	117 13%	39 4%	219 24%	0 0%	922
01/02	67 7%	397 39%	139 14%	64 6%	210 21%	134 13%	1011
00/01	35 4%	307 36%	148 17%	83 10%	217 26%	58 7%	848
99/00	46 4%	383 33%	284 24%	104 9%	277 24%	79 7%	1,173
98/99	47 5%	316 33%	209 22%	68 7%	259 27%	58 6%	957
97/98	37 4%	295 32%	194 21%	73 8%	251 28%	60 7%	910

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Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on nighttime **safety**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	37 4%	166 18%	143 16%	143 16%	417 46%	0 0%	906
01/02	67 7%	397 39%	139 14%	64 6%	210 21%	134 13%	1011
00/01	35 4%	307 36%	148 17%	83 10%	217 26%	58 7%	848
99/00	46 4%	383 33%	284 24%	104 9%	277 24%	79 7%	1,173
98/99	47 5%	316 33%	209 22%	68 7%	259 27%	58 6%	957
97/98	37 4%	295 32%	194 21%	73 8%	251 28%	60 7%	910

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Library

How would you rate the city libraries **overall**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	167 26%	352 56%	70 11%	13 2%	31 5%	0 0%	633
01/02	137 14%	373 37%	85 8%	18 2%	20 2%	378 37%	1011
00/01	110 13%	397 47%	82 10%	16 2%	171 20%	72 8%	848
99/00	151 13%	568 48%	124 11%	27 2%	184 16%	119 10%	1,173
98/99	118 12%	478 50%	89 9%	17 2%	162 17%	93 10%	957
97/98	114 13%	434 48%	109 12%	21 2%	136 15%	96 11%	910

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Public Safety

How safe do you feel in your neighborhood during the **day**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	374 36%	560 55%	75 7%	15 1%	2 0%	0 0%	1026
	Very Safe	Reasonably safe	Somewhat safe	Very unsafe	Don't know	No response	
01/02	391 39%	511 51%	79 8%	14 1%	5 0%	11 1%	1011
00/01	344 41%	441 52%	47 6%	7 1%	1 0%	8 1%	848
99/00	464 40%	587 50%	99 8%	13 1%	1 0%	9 1%	1,173
98/99	366 38%	490 51%	83 9%	8 1%	3 0%	7 1%	957
97/98	330 36%	487 54%	81 9%	7 1%	1 0%	4 0%	910

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Public Safety

How safe do you feel in your neighborhood during the **night**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	198 19%	521 51%	208 20%	78 8%	12 1%	0 0%	1017
	Very Safe	Reasonably safe	Somewhat safe	Very unsafe	Don't know	No response	
01/02	195 19%	508 50%	211 21%	69 7%	10 1%	18 2%	1011
00/01	156 18%	500 59%	152 18%	27 3%	4 0%	9 1%	848
99/00	208 18%	602 51%	277 24%	70 6%	9 1%	7 1%	1,173
98/99	120 13%	534 56%	243 25%	49 5%	5 1%	6 1%	957
97/98	129 14%	474 52%	244 27%	53 6%	5 1%	5 1%	910

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Public Safety

How safe do you feel in the City of Riverside's downtown business area during the **day**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	175 17%	599 59%	125 12%	20 2%	104 10%	0 0%	1023
	Very Safe	Reasonably safe	Somewhat safe	Very unsafe	Don't know	No response	
01/02	173 17%	560 55%	136 13%	23 2%	97 10%	22 2%	1011
00/01	203 24%	479 56%	59 7%	14 2%	86 10%	7 1%	848
99/00	223 19%	626 53%	201 17%	33 3%	81 7%	9 1%	1,173
98/99	168 18%	493 52%	193 20%	17 2%	77 8%	9 1%	957
97/98	138 15%	510 56%	162 18%	23 3%	73 8%	4 0%	910

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Public Safety

How safe do you feel in the City of Riverside's downtown business area during the **night**?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	31 3%	249 25%	323 32%	182 18%	226 22%	0 0%	1011
	Very Safe	Reasonably safe	Somewhat safe	Very unsafe	Don't know	No response	
01/02	18 2%	226 22%	319 32%	222 22%	187 18%	39 4%	1011
00/01	29 3%	267 31%	231 27%	103 12%	207 24%	11 1%	848
99/00	24 2%	198 17%	436 37%	299 25%	203 17%	13 1%	1,173
98/99	10 1%	155 16%	327 34%	247 26%	207 22%	11 1%	957
97/98	11 1%	135 15%	331 36%	242 27%	183 20%	8 1%	910

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2002-2003

Measuring the Performance of Services

Public Safety

How would you rate the overall quality of service you received from the Police Department?

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	207 21%	439 44%	106 11%	54 5%	190 19%	0 0%	996
01/02	223 22%	412 41%	115 11%	54 5%	168 17%	39 4%	1011
00/01	115 14%	402 47%	105 12%	25 3%	173 20%	28 3%	848
99/00	149 13%	562 48%	164 14%	51 4%	200 17%	47 4%	1,173
98/99	155 16%	562 59%	133 14%	19 2%	0 0%	88 9%	957
97/98	160 18%	537 59%	110 12%	18 2%	0 0%	85 9%	910

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2002-2003

Measuring the Performance of Services

Public Safety

How safe do you feel from fire in your neighborhood?

**# of surveys
returned**

	Very safe	Safe	Fair	Poor	Don't know	No response	
02/03	298 29%	530 52%	134 13%	25 2%	30 3%	0 0%	1017
	Very safe	Reasonably Safe	Somewhat Safe	Very Unsafe	Don't know	No response	
01/02	319 32%	513 51%	119 12%	25 2%	24 2%	11 1%	1011
00/01	294 35%	434 51%	71 8%	19 2%	13 2%	17 2%	848
99/00	360 31%	637 54%	105 9%	24 2%	21 2%	26 2%	1,173
98/99	286 30%	523 55%	85 9%	17 2%	12 1%	34 4%	957
97/98	279 31%	526 58%	69 8%	12 1%	17 2%	7 1%	910

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Measuring the Performance of Services

General Quality of Life

Overall, how do you rate the City of Riverside's services

**# of surveys
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	137 13%	705 69%	145 14%	19 2%	11 1%	0 0%	1017
01/02	145 14%	654 65%	154 15%	15 1%	14 1%	29 3%	1011
00/01	97 11%	584 69%	120 14%	10 1%	11 1%	26 3%	848
99/00	112 10%	789 67%	208 18%	20 2%	18 2%	26 2%	1,173